N-FOCUS Major Release
Children and Family Services
July 8, 2012

A Major Release of the N-FOCUS system is being implemented July 8, 2012. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Child and Family Services: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for CC, FW, and IL, should read this section.

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General Interest and Mainframe

LIHEAP (New)

LIHEAP has been added to N-FOCUS as a program case with this release. This type of program case can be added in either the Mainframe or in Expert System.

LIHEAP provides assistance to low-income households to offset the costs of heating and cooling. The highest level of assistance must be furnished to those households which have the lowest incomes taking into account family size.

Service Authorization Detail Window (Change)

When exiting the Detail Service Authorization window, you will no longer receive a message with print options when a Service Authorization Notice has been created. The notices will be automatically printed that evening.

Mandatory Electronic Payment (Change)

For individual (SSN) providers, providers that are agencies (EIN) and client grant payments, if there is a Direct Deposit payment method for a payee with an active date in the future (pre-note period), payments will be Held until the Direct Deposit becomes active.

For providers who are individuals (SSN) as well as client grant payments, if there is a Debit Card payment method in any status, payment will be made immediately to the debit card. If there is no payment method at all, a debit card will be requested by the system and payment made immediately to that card.

For providers that are agencies (EIN) where there is no payment method, claims will be held until an electronic payment method is added. Held claims appear on the EOP (the first time they are held only).

For a client grant payment, if the payee is an ORG then:

- If the payee has a Direct Deposit payment method, payment will be made by Direct Deposit (same rules as indicated in the first paragraph)
- If the payee has a Debit Card payment method, payment will be made to the Debit Card (same rules as indicated in the second paragraph)
- If the payee does not have any payment method, a debit card will be requested by the system for the Program Case Name but with the mailing address of the ORG payee

For all payments, if the only payment method that is active is a Warrant payment method, payment will be made by warrant.

It is still possible for payment to be made by warrant by adding a Warrant type payment method. However, exceptions to the mandatory electronic payment method must be justified and security to add or update a Warrant payment method is limited to certain Central Office staff. Tom Ryan in Financial Services is the contact for provider claims payments. For client grant payments, the request should be forwarded to the EA administrator for the program for which an exception is being requested.

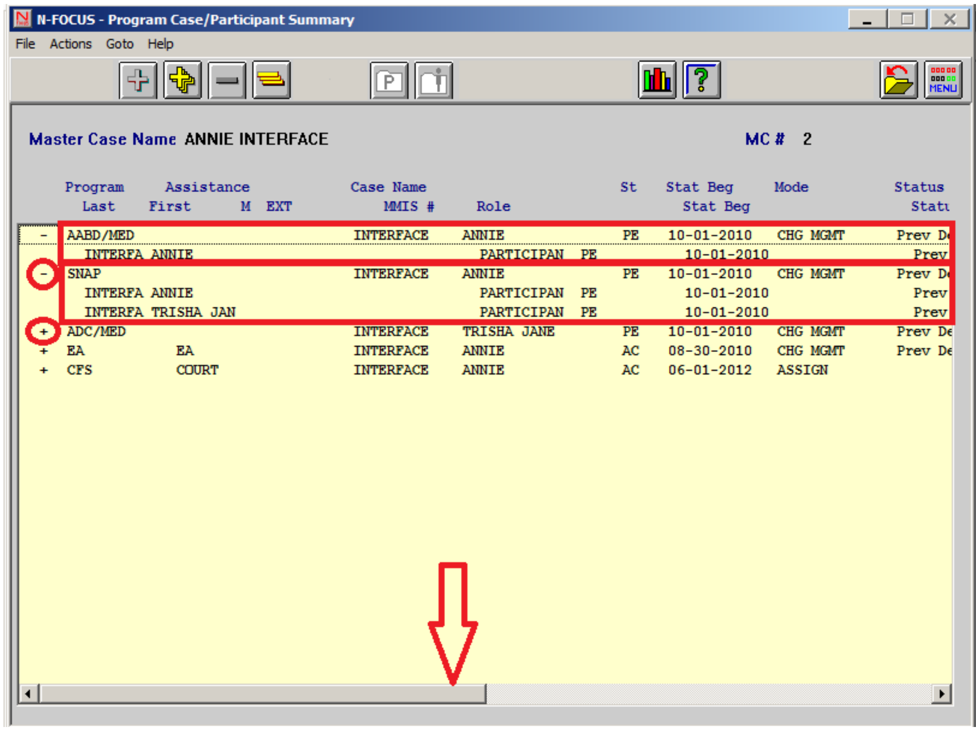
Program Case/Participant Summary Window (New)

The Program Case Participant Summary window provides a summary of all Program Cases and their high dates. The window is intended to help identify who is involved in each program case without having to open the Detail Program Case window(s) for each program listed on the Detail Master Case window.

Double click the + sign on the row to be viewed. When you expand the program case row, it will display the high dated status and role of all persons who have been a part of this program case.

Example: ADC case is active today 7/15/2012 but closed for 8/1/2012. The program case row will show closed with a begin date of 8/1/2012.

Scroll to the right to see additional information.



Nursing Home Administrative Roles (Tip)

When the living arrangement is changed to LTC/NH add that nursing facility as the Administrative Role so they will get their initial notice and future notices. This step is being forgotten too often.

Alerts

The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

SVES - #396 Citizenship Discrepancy A & C (New)

When the Citizenship response indicates that a person IS a US Citizen and N-FOCUS reflects the opposite, the following alert will be received. This Alert will create the Alerts Exists work task.

Alert Text – SVES Citizenship response indicated that this person IS a US Citizen. NFOCUS data reflects the opposite. Verify the info and update the Citizenship/Immigration if necessary.

SVES - #397 Citizenship Discrepancy B & D (New)

When the Citizenship response indicates that a person IS NOT a US Citizen and N-FOCUS reflects the opposite, the following alert will be received. This Alert will create the Alerts Exists work task.

Alert Text – SVES Citizenship response indicated that this person is NOT a US Citizen. NFOCUS data reflects the opposite. Verify the info and update the Citizenship/Immigration if necessary.

CFS - #176 – Return 90 Days – Yes (Change)

This alert will now remain on the List Alert/Work Task window until completed by the worker.

Narrative

APS Narrative (Fix)

When printing APS Investigation narratives, a footer has been added to each page that will identify the narratives as either, Investigation Narrative or Domain Narrative.

For the Org Investigation narratives, the same footer has been added. We are aware that the term Domain Narrative has been changed to Summary Narrative. A request has been made for the November Release to change the terminology on the APS Investigation window and also change the footer wording as well.

Correspondence

List and Detail Correspondence Windows (Change)

You will receive an error message if you try to local print (Print Now) a Provider Authorization the day that it is created. The Print Now action will be allowed the day after the notice is created.

Service Authorization Notices (Change)

Beginning July 19th, designated Child Care providers will no longer be sent Provider Authorization Notices and Discontinued Service Notices through the mail. These designated providers will view these notices through a provider web portal (Nebraska Enterprise Content Management Portal). In the coming months all Child Care providers will be converted to this method of viewing their notices and will no longer receive the printed notices. Clients will continue to receive printed/mailed authorization notices, as they do now.

Document Imaging

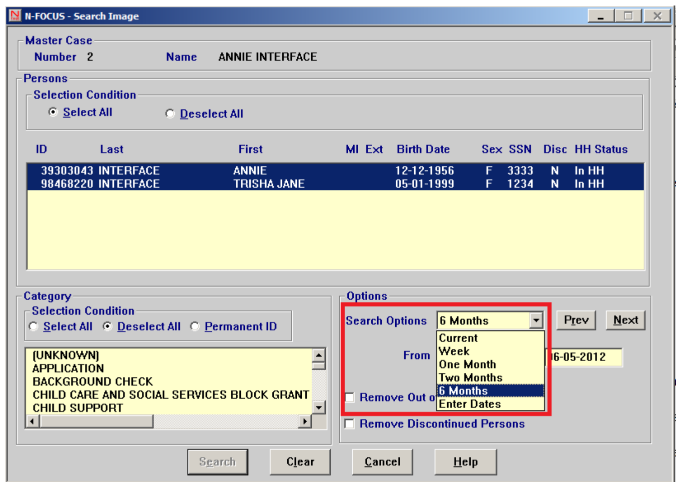
Category Box – Select All (Change)

On the Search Image window, the Select All indicator will now include the Permanent ID categories. If you do not wish to view the ID categories, scroll through the list and deselect these categories.

The Perm ID indicator will continue to be an option if users want to search for only ID related documents.

Options Box - Search Image (Change)

The following changes have been made to the Options box of this window in order to provide more flexibility in narrowing the search for scanned documents:



New Search Options have been added:

- Current = current day only
- One month = past 31 days
- Two months = past 61 days

The default will continue to be 6 months when coming from all windows EXCEPT when coming from the Alerts/Work Tasks window. When coming from the Alerts/Work Tasks window, the default will be two months.

The additional options were added to give workers a little more flexibility in narrowing their search rather than always viewing 6 Months or having to enter specific dates.

Prev and Next Buttons:

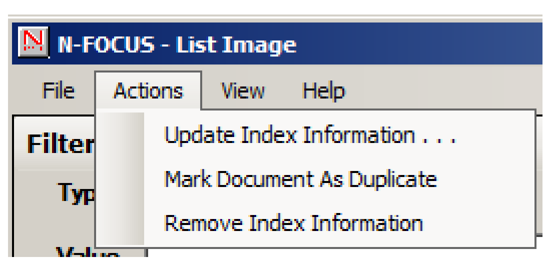
- The Prev and Next buttons will <u>only</u> work when the Week, One Month, Two Month or 6 Months Search Option has been selected.

List Image Window (Change)

A few, behind the scenes changes have been made to this window. Because of these changes, the time it takes to populate this window should decrease.

The Actions>Update option has been removed and the following options have been added to the Actions menu:

- Update Index Information…
- Mark Document as Duplicate
- Remove Index Information

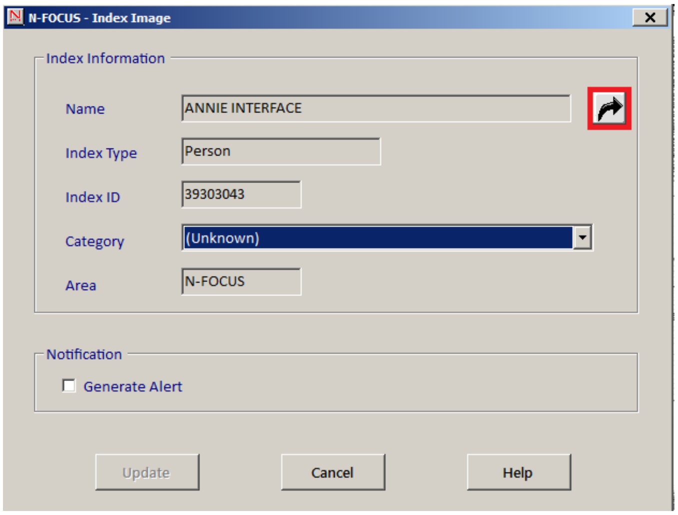


Note: These actions also appear if you highlight a document row and right click your mouse button.

Update Index Information…(Change)

This option was previously called Update. The Update Index Information option is to be used **only** to update index information for a document.

When this option is selected, the Index Image window will display. An Out-Select button has been added to the Index Image window. Selecting this button will navigate you to the Person Search or Search Organization window, as appropriate. Locate the appropriate Person or Organization and complete the indexing for the document.

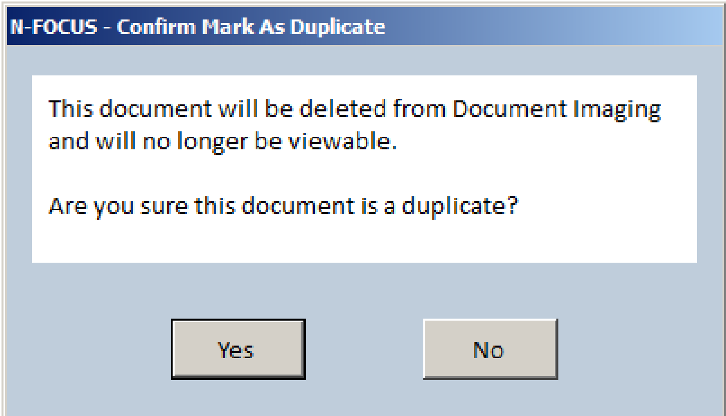


Once on the Detail Person or Detail Organization window, select Actions>Copy Index Info and the correct name will be brought forward to the Index Image window Name field. The worker will then select the appropriate Category and select the Update button.

Note: The Remove Index button is no longer an option on this window. Refer to the Remove Index Information section for instructions regarding the removal of a document from the List Image window. **Remember**, it is better to Update indexing information than it is to Remove the information.

Mark Document as Duplicate (New)

When this option is selected, the Confirm Mark As Duplicate confirmation window will display.

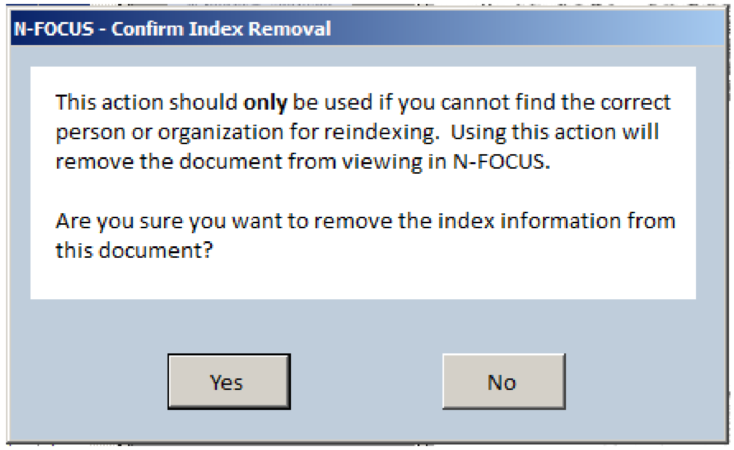


Selecting "Yes" will immediately remove the document from viewing on N-FOCUS. The document category will be changed to Duplicate and an overnight process will then delete all documents marked that day with a category of Duplicate.

Note: You should **only** select this option if you are positive the document is a duplicate.

Remove Index Information (Change)

When this option is selected, the Confirm Index Removal confirmation window will display. Selecting “Yes” will immediately remove this document from viewing on N-FOCUS. The document will appear the following day on the Documents Not Fully Indexed Report. This report is viewed by ANDI Center staff and indexing staff in the appropriate Local Office. Each document on the list is reviewed and reindexed. Until the document has been reindexed, it is not available in N-FOCUS.



Note: This action should **<u>only</u>** be used if the document cannot be indexed to a correct Person or Organization.

New Indexing Categories for Child Welfare and Medicaid (New)

Home Study, Background Check and Quality Assurance Categories (New)

The category of Home Study has been added for both Person and Organization Child Welfare document imaging. The category of Background Check has been added for both Person and Organization document imaging and the category of Quality Assurance has been added for Organization documents dealing with Medicaid.

Note: ANDI Centers should not be scanning and indexing for Child Welfare and Medicaid, at this time. Currently this work will be done by Child Welfare and Medicaid staff.

Home Study – Person (New)

This category should be used for a Home Study that has been completed regarding a Parent.

Example: A child currently living in Kansas is coming to live with a parent who lives in Nebraska. The parent will not be set up as an Organization, so the Home Study will be associated to the person.

Home Study – Organization (New)

This category should be used when the Home Study is about a Foster Home family.

Background Check – Organization (New)

This addition was made for Medicaid purposes. Medicaid has the need to scan Background Check documents related to Medicaid provider organizations such as Nursing Homes, Chore Providers, etc. They do not attach the Background Check information to the person, but rather the Organization.

Note: When adding documents regarding Background Checks for Foster Homes and other CFS purposes, the documents should be added using Background Check – Person.

Quality Assurance – Organization (New)

This category was added for Medicaid purposes and will be used for Billing Documents, Corrective Action Plans, etc.

LIHEAP Added to Document Imaging (Change)

LIHEAP has been added to Document Imaging. This is an EA program; therefore, scanning and indexing will be done by the ANDI Centers. Existing categories will be used for indexing.

Foster Care Review Board

Foster Care Review Board (Change)

Based on LB 998 (2012) the official name for the Foster Care Review Board (FCRB) will change to Foster Care Review Office (FCRO) effective July 1, 2012. In time, all references in N-FOCUS to the acronym FCRB will be changed to FCRO.

Children and Family Services

Structured Decision Making (SDM) – (Change)

The following enhancements have been made to the SDM process:

Household Data (Change)

This is invisible to you as a user and may not mean anything to you except that a time stamp has now been added to determine when a household person had their role last updated. This change will now allow a household members role to be changed on the same day an SDM Assessment is finalized.

The correct household name and assessment participants will reflect in the finalized assessment based upon what the household name and who the participants were at the time the assessment was finalized.

The household still cannot be changed when either a Reunification Assessment or Family Strength and Needs Assessment is not finalized or approved.

Safety Determination Rules for SDM Safety Assessment

When SDM was initially rolled out in March 2012 the rule was that if the household was Conditionally Safe or Unsafe the Safety Determination for all of the Children would be the same as the household safety determination. The Safety Determination for all of the children but one Safety Determination could be changed to Conditionally Safe when the Household Status was determined to be Unsafe

The administration has clarified the rules and with this release. No matter the household determination any child can be identified as Safe as long as one child is identified as Conditionally Safe or Unsafe dependent upon the Household Determination:

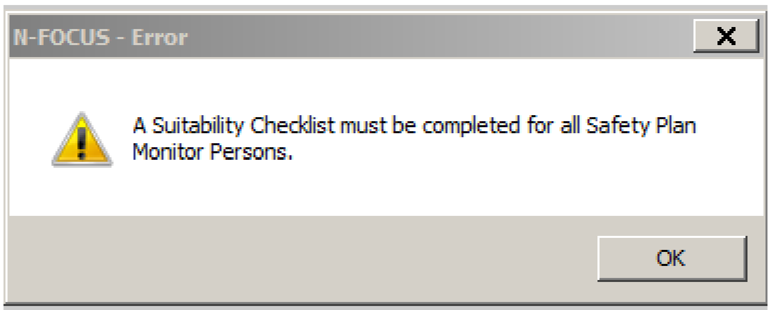
- All children will default to Safe when the Household is Safe and that cannot be changed

- When the household is Conditionally Safe a child safety determination can be changed to Safe but not Unsafe. At least one child has to have the Safety Determination of "Conditionally Safe"
- When the household is Unsafe a child safety determination can be changed to Safe or Conditionally Safe. At least one child has to have the Safety Determination of "Unsafe"

Suitability Checklist Required (Change)

A safety monitor can be added to an existing safety plan after the Safety Plan has been approved. Prior to this release there was no check to make sure the Suitability Checklist was completed for the newly added safety plan monitor.

This release will now conduct a check and present the message to the right when trying to save a Safety Plan and at least one of the Safety Plan Monitors does not have a completed Suitability Checklist.



Risk/Prevention Abuse/Neglect Indexes (Change)

Prior to this release when a Risk Index question was not answered the user would get a message that a question was not answered. The window could have several questions and it is difficult to determine which questions were not completed.

This release is introducing the function that the first question that is not completed will be highlighted in red to identify the question that was not answered. There may be others so this function will continue until all questions on the current window are answered. If nothing is highlighted red on the page then the unanswered question could be on page 2 of the index question pages.

Parenting Time Override Narrative (Change)

The parenting time override narrative for the SDM Reunification Assessment was added at the last minute when SDM was rolled out in March 2012. An edit check is being added for this release to make sure that the narrative exists when a Parenting time Override has been applied for the Reunification Assessment.

Scored Level for the Prevention and Risk Assessment

It is a requirement that the Scoring and Overrides sections be completed before the user can access the planned action window to make an entry. It was determined that this was redundant and should not be required for the Prevention and Risk Assessment when the scored risk level is "Very High". An override cannot be completed in this situation

For this release when the scored risk level is "Very High" the Scoring and Override entry will default to "No Override" and the user can go directly to the planned action window to make a selection.

SDM Safety Plan (Fix)

With the July Release we have added additional information to the printed SDM Safety Plan. The additional information includes: Household Address and Telephone Number, Worker and Supervisor Telephone Number, and we have changed the narrative heading, “Observation and Conclusion” to “Contingency Plan”.

CFS Information Search for Supervisor (Fix)

There is an issue when using the Supervisor search for assessments that are in “Ready for Review” status. The list results will include assessments completed by workers that at one time were supervised by the selected supervisor but no longer are supervised by that supervisor.

The fix for this issue is very complicated and may impact other searches. This fix is being postponed to the next release so that a full analysis and test of the fix can be completed.

Supervisor Updates to Family Functions Narrative (Fix)

It was discovered that CFS Supervisors were not able to redraft the Family Functioning Narratives once they were finalized. The code has been fixed so that with this release CFS Supervisors will have the same ability to redraft narratives for the Family Functioning Narratives like they do for all other narrative types.

Organization Removed from Safety Plan (Fix)

This has been changed so that when an Organization is removed from a Safety Plan and that organization is not part of any other action in N-FOCUS the organization status will be changed to “Delete”

The organization will be deleted when the job to delete identified organizations is run.

Tie Intake to Safety Assessment or Assessment of Placement Safety & Suitability (Fix)

It was discovered that when an intake is tied to an assessment and that assessment is later deleted the tie was not being broken. This would prevent the intake to be tied to another assessment.

This release has applied the fix so that when an assessment is deleted the tie is also broken.

Child Welfare, OJS Population and Legal Offense Tracking (Change)

The following changes will simplify the method used for creating and tracking population types and offenses within NFOCUS.

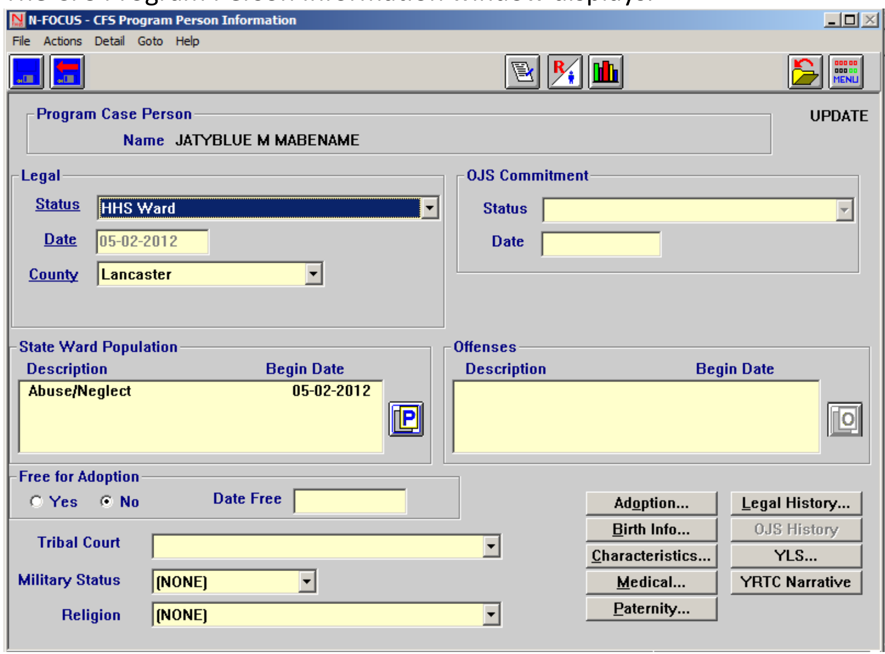
CFS Program Person Information Window (Change)

The State Ward and OJS Population Type description and the Offenses for an OJS Commitment, along with the begin dates of these statuses now display on this window.

Creating CFS Program Person Information (Change)

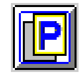
1. From the CFS Detail Program Case window, highlight the appropriate Program Case Person.
2. Select the Program Person button.

   The CFS Program Person Information window displays.

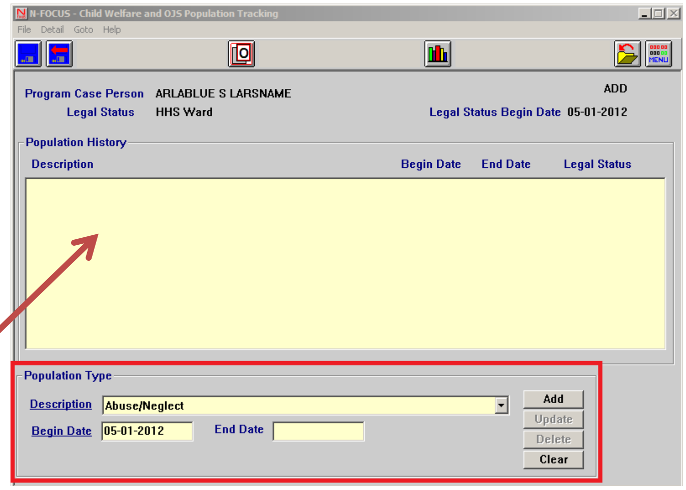


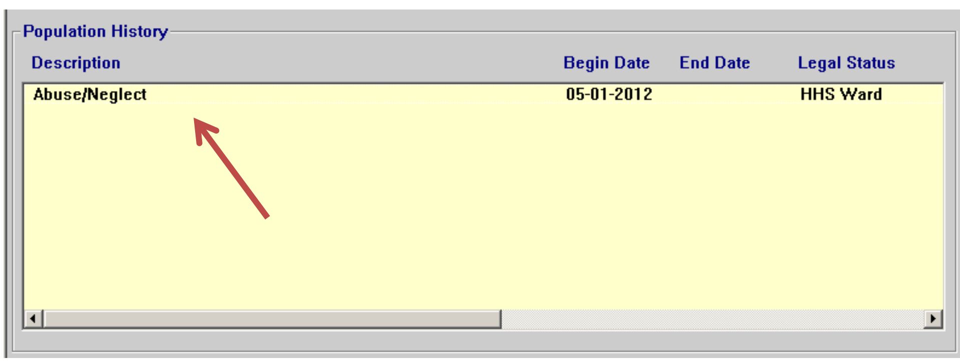
3. Select the Legal Status drop-down list.
4. Select (highlight) the appropriate Legal Status.
   - If the Legal Status for the person was incorrectly entered, you can re-select the Legal Status.
   - The legal status of Tribal Court Custody is to be used when the child is in the custody of the tribal court and not a state ward (DHHS ward).
   - When a child is both a parent and state ward (DHHS ward) the correct legal status for the child would be DHHS ward and not parent/caretaker. Example: If Sally is a DHHS ward and has baby, then Sally's legal status would be DHHS ward and not parent/caretaker.
   - If the legal status changes from a ward to a non-ward OR from one type of ward to another type of ward, an alert will be generated for all persons assigned to the Program Case.
   - The legal status of Child in Non-Court Case can be used, for example, when DHHS is working with the family, the case has not gone to court, and the child is still in the home.
   - Multiple legal populations may be entered at one, and they may have overlapping dates.
   - An OJS Commitment Status of Former Probation Pilot Youth must always have another population served.
5. Enter the date the legal status begins.
6. Enter the County of Commitment if required.
7. Enter the OJS Commitment information if appropriate by selecting from the Status drop down list.

8. Enter the OJS Commitment status date.
   Note: If the child is an HHS Ward, OJS Ward, or both, at least one Population Type must be entered. The list of Population Type Descriptions is filtered by the Legal Status and OJS Commitment information that was entered.
9. Select the Population Type History/Update icon to enter the State Ward Population information.

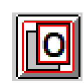


   The Child Welfare and OJS Population Tracking window will display.
10. Select the Population Type Description from the drop down.
11. Enter the appropriate Begin Date.
12. Click the Add button.
   The Population Type information you added, along with the Legal Status, will display in the Population History Box of the window.





13. Select the Save and Close icon to return to the CFS Program Person Information window.
14. Select the Offense History/Update icon to enter Offenses, if appropriate.
   Note: A description must be entered HHS and OJS misdemeanor/felony.
   - Refer to the Child Welfare Legal Offense Tracking Window section for further instructions regarding the Offense History/Update icon.



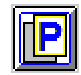
15. Select the Free for Adoption Indicator, if applicable.
16. Enter the Date the child is free for adoption, if applicable.
17. Select the appropriate Military Status, if applicable.
18. Select the Religion from the drop-down list.
19. Select the Save or Save and Close button.

Child Welfare and OJS Population Tracking Window (New)

The Population Type history for the CFS Case Person displays on this window. This window can be used to Add, Update and Delete the Population Type.

This window can be accessed from the following windows through the Goto>Offense Tracking option or by selecting the Offense Tracking icon:

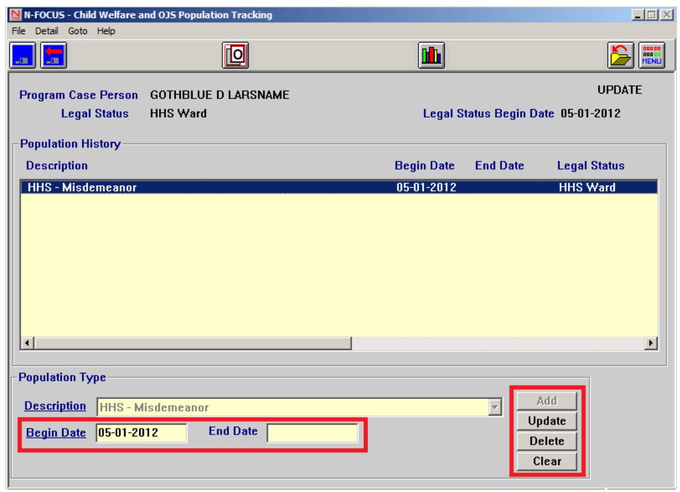
- CFS Program Person Information Window
- Child Welfare Legal Offense Tracking window



Refer to the Creating CFS Program Person Information steps for instructions regarding how to add a Population Type.

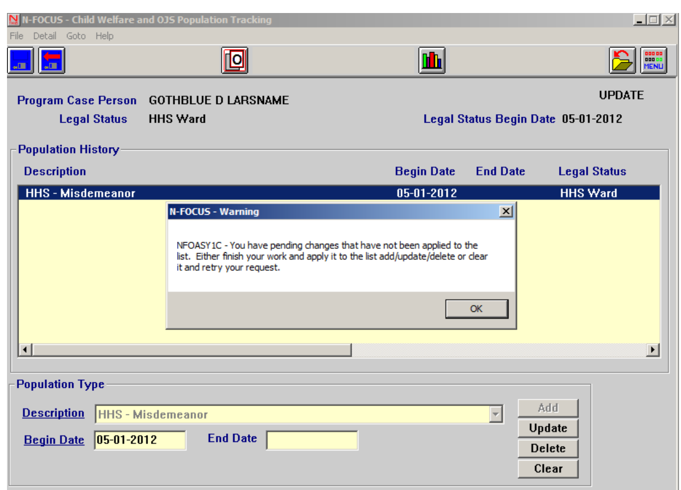
Updating or Deleting Population Type (New)

1. Navigate to the Child Welfare and OJS Population Tracking window.
2. Select the Population Type Description from the Population History box.
   The Population Type Box will be populated with the selected information.
   - The Begin and End Dates are the only fields that can be Updated. The other fields will remain inactive.
3. Select the Update or Delete button, as appropriate.
4. Select Save or Save and Close.



Note: If you attempt to Save, Save and Close or Close the window while information is located in the Legal Offenses Detail Box that has not been acted upon, you will receive the following error. If you do not wish to Update or Delete this information, click the Clear button to remove the information from this section.

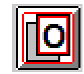
Once the information is cleared from the Legal Offense Detail Box you will be able to Save, Save and Close or Close the window.



Child Welfare Legal Offense Tracking Window (New)

The Legal Offense(s) for the selected CFS Case Person display on this window. This Window can be used to Add, Update and Delete and Offense. It is also used to view Legal Offense History.

This window can be accessed from the following windows through the Goto>Offense Tracking option or by selecting the Offense Tracking icon:

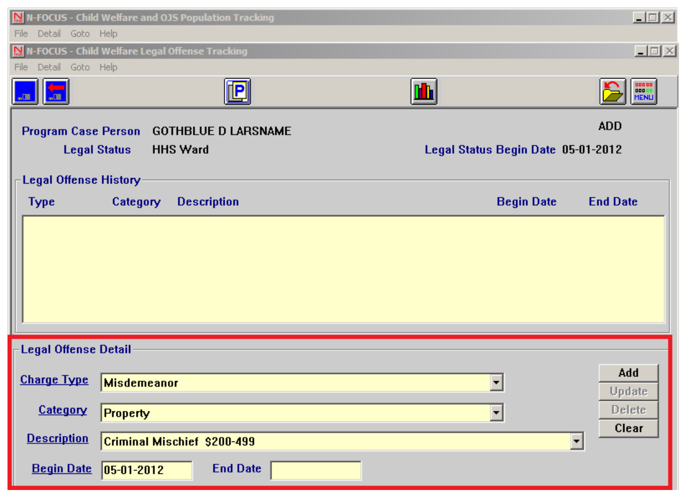


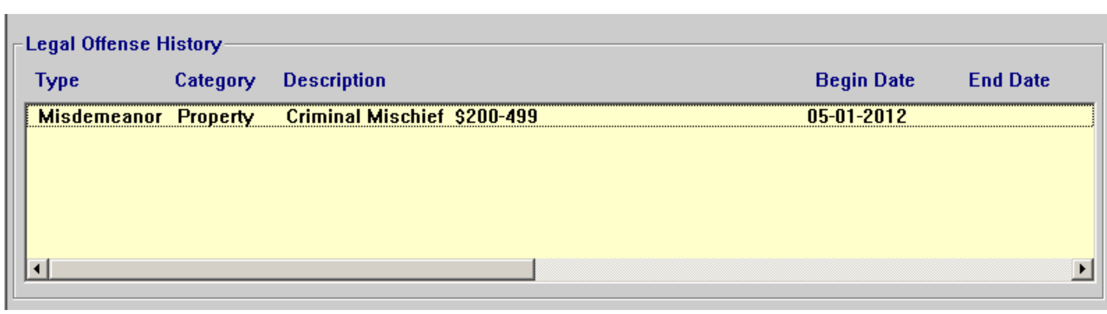
- CFS Program Person Information Window
- Child Welfare and OJS Population Tracking window

The Offense Tracking Icon will become available when the active CFS Participant has a Legal Status of HHS-Ward, HHS-OJS Ward, or Evaluation Only **and** there is an Adjudication type of Juvenile Felon, Juvenile Misdemeanor, Juvenile Traffic Offense of Status Offender which occurred after the CFS case was opened.

Entering Legal Offense Detail (New)

1. Navigate to the Child Welfare Legal Offense Tracking window.
2. Select the Charge Type from the drop down.
3. Select the Category from the drop down.
   Note: The selections available will be filtered based on the Charge Type selection.
4. Select the Description from the drop down.
   Note: The selections available will be filtered based on Category selection.
5. Enter the Begin Date, as appropriate.
6. Select the Add button.
   The Legal Offense Detail will display in the Legal Offense History box of the window.

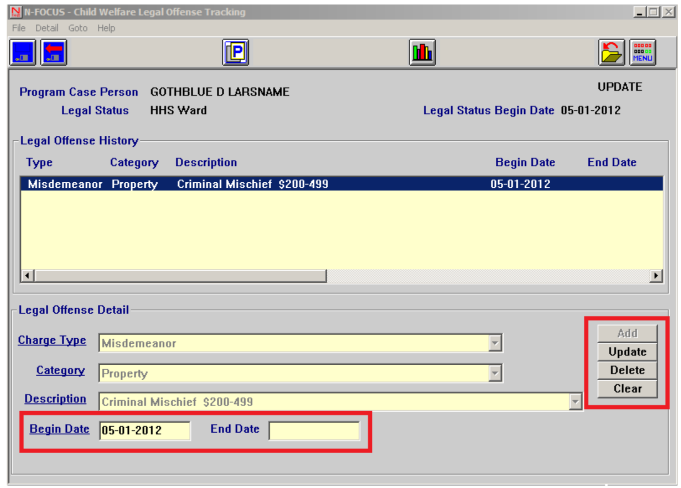




7. Select Save or Save and Close.

Updating or Deleting the Legal Offense Detail (New)

1. Navigate to the Child Welfare Legal Offense Tracking window.
2. Select the Legal Offense from the Legal Offense History Box.

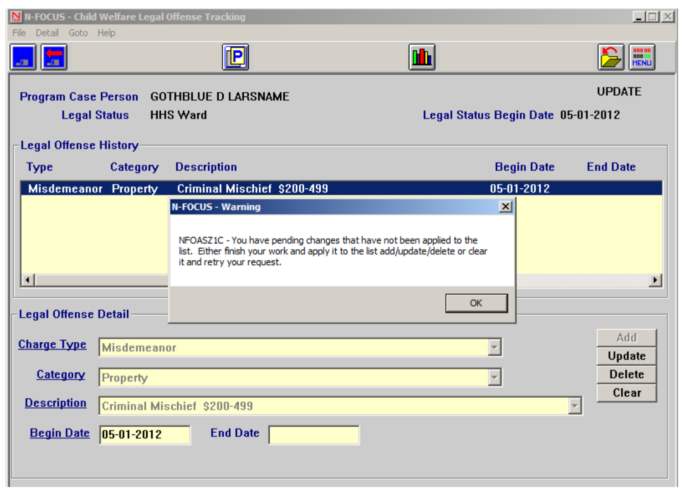
   The Legal Offense Detail Box will be populated with the selected information.

   - The Begin and End Dates are the only fields that can be Updated. The other fields will remain inactive.

3. Select the Update or Delete button, as appropriate.

4. Select Save or Save and Close.

Note: If you attempt to Save, Save and Close or Close the window while information is located in the Legal Offenses Detail Box that has not been acted upon, you will receive the following error. If you do not wish to Update or Delete this information, click the Clear button to remove the information from this section.



Once the information is cleared from the Legal Offense Detail Box you will be able to Save, Save and Close or Close the window.

Home Detail Window – Facility Type (New

The Facility Type, IMD - Institution for Mental Disease, has been added to N-FOCUS. This new Facility Type can now be used to document Placements in N-FOCUS and in the FCRB Placement window.

Home Detail Default Facility Types Sort (Change)

The default sort regarding the Org Facility Types listed on the Home Details window has changed. The Facility Types will now display with the Active Facility Types listed first.

Out of Home Assessments (Change)

With the July Release, you will no longer be able to create new Out of Home Assessments via the Organization Narrative icon. To create a new Out of Home Assessment, you must use the Org Related Investigation icon on the Detail Org window.

Home Study (Fix)

Previously only Org Related Persons who were 18 years or older were automatically pulled into the Home Study window. With the July Release, Org Related Persons who were 13 years or older will automatically be pulled into the Home Study window.

List Provider Matching (Fix)

The Sort/Filter functionality on the List Provider Matching window has been fixed.